

# NH Prescription Drug Monitoring Program

## FACT SHEET

The Controlled Drug Prescription Health and Safety Program (NH PDMP) - Section 318-B: 31-38 was passed into law in June 2012, making New Hampshire the 49<sup>th</sup> state with a prescription drug monitoring program. This law required the NH Board of Pharmacy to design, establish, and contract with a third party for the implementation and operation of an electronic system to facilitate the confidential sharing of information relating to the prescribing and dispensing of schedule II-IV controlled substances by prescribers and dispensers within the state. New Hampshire has contracted with **Health Information Designs (HID)** to provide this service.

### **What is the PDMP (Prescription Drug Monitoring Program)?**

The New Hampshire Prescription Drug Monitoring Program (NH PDMP) is a web-based data system that contains information on controlled prescription medications dispensed by New Hampshire licensed retail pharmacies and other dispensers. Dispensers are required by law to submit data weekly **for all Schedule II-IV** controlled substances dispensed.

The PDMP is a tool that can be used to address prescription drug diversion and abuse. It is intended help prescribers avoid drug interactions and identify drug-seeking behaviors or “doctor shopping.” PDMPs can also be used by professional licensing boards to identify/monitor clinician’s patterns of prescribing and dispensing, and to assist law enforcement in cases of controlled substance diversion when the program is presented with the appropriate legal paperwork.

At the same time, protecting patient privacy is of the utmost importance. The PDMPs ensure protection of patient information just as well as, if not better than, any other medical record. Law enforcement may not access patient-specific PDMP data unless they have an active investigation and provide a subpoena, and healthcare providers can access only the PDMP data relevant to their patients.

### **Goals of the NH PDMP:**

To provide New Hampshire licensed prescribers and dispensers a valuable tool to:

- improve clinical decision making and patient care in managing their health and prescriptions
- to promote public health and safety through the prevention and treatment for misuse and abuse of controlled substances
- and to assist in the reduction of the diversion of controlled substances.

### **How does it work?**

Authorized system users can logon to the PDMP web-based system and request a report of the controlled substance medications dispensed to their patients. The patient report is a line list of prescriptions dispensed. Prescription records include information on the dispenser, prescriber and name and quantity of drug.

### **What is the purpose?**

The primary purpose of the PDMP is to provide practitioners and dispensers a tool to improve health care. These medications place patients at risk for overdose, side effects, increased effect when combined with alcohol and/or other drugs, risk for developing patterns of drug abuse. The PDMP provides practitioners and dispensers a means to identify and address these problems.

### **Who can access PDMP Information?**

Access to the PDMP information is regulated by law - 318-B: 33 ***Controlled Drug Prescription Health and Safety Program Operation. – II. All prescribers and dispensers authorized to prescribe or dispense schedule II-IV controlled substances within the state shall be required to register with the program. Only registered prescribers and dispensers shall be eligible to access the program.***

**Note:** Authorized Delegates connected to a Master Account Holder may access patient records on behalf of the provider/dispenser they are linked to.

### **I have received (2) emails and have a USER ID and PASSWORD – where do I go to finish registering?**

Navigate to the NH PDMP website, [www.newhampshirepdmp.com](http://www.newhampshirepdmp.com) → CLICK on the Practitioner/Pharmacist Tab → then CLICK on the QUERY Tab. Enter your USER NAME and PASSWORD, and then proceed to change your password to a permanent password. Follow the directions to finalize your registration by completing the registration form.

**If I have lost my two (2) e-mails or I cannot log in after changing my password, what do I do?**

Please contact the NH PDMP Help Desk at [nhpdmp-info@hidinc.com](mailto:nhpdmp-info@hidinc.com) or 855-353-9903 and request that resend the emails to you.

**Can my assistant/office manager register me?**

The registration e-mails are sent to the provider/pharmacist. The user name and temporary password (or the permanent password when changed) should remain confidential to the provider/pharmacist since they are, by law, the only ones with the ability to access the database under the credentials that have been provided to them. An assistant can apply separately as a delegate to access patient information in the PDMP database on behalf of the provider/pharmacist once the provider/pharmacist has linked them to their account.

**How do Delegates Register?**

**Request Access** → The New Hampshire PDMP grants system access accounts to practitioner and pharmacist delegates so that they may look up, view, and print controlled substance dispensing information on specific recipients on behalf of a practitioner or pharmacist with controlled substance prescribing authority.

1. Open an Internet browser window and navigate to the following URL: [www.newhampshirepdmp.com](http://www.newhampshirepdmp.com).
2. Click the **Practitioner/Pharmacist** link located on the left menu.
3. Click the **Training Guide** link located on the left menu.
4. Click on **NH PDMP Training Guide for NH Delegates** and follow the instructions to register.

The NH PDMP staff will review the application and verify the information. The individual may be contacted if additional information is required.

If the account is approved, the delegate will be notified via two separate e-mails. The first e-mail will contain the approval notification and user name information. The second e-mail will contain the temporary password, personal identification number (PIN) that will be used to identify the delegate if they need assistance from the HID Help Desk, and the steps to follow to log in to the system. The delegate will be required to change the temporary password immediately when first attempting to access the system.

**Once the account has been approved, the delegate must notify the master account holder on whose behalf they will be accessing the system. They will not be able to perform any queries until the delegate account has been linked with that of the master account holder.**

**IMPORTANT:** Master account holders must submit a listing of ALL assigned delegates to the NH PDMP manager and must keep this list current (e.g., additions or deletions). The listing must include the following information:

- Delegate name (First, Last)
- Delegate job title
- Delegate place of employment
- Master account name (First, Last)
- Master account license #
- Master account license type

**Should a delegate leave employment, transfer etc., it is the master account holder's responsibility to "UNLINK" the delegate to prevent them from accessing the NH PDMP.**

For TECHNICAL ASSISTANCE – Contact HID by e-mail at [nhpdmp-info@hidinc.com](mailto:nhpdmp-info@hidinc.com) or call the HID Help Desk at (855) 353-9903. Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. Eastern Time.

NON-TECHNICAL ASSISTANCE regarding the New Hampshire PDMP, please contact:  
Michelle Ricco Jonas, PDMP Program Manager Phone: 603-271-6980 Fax: 603-271-2856  
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